

## **Ensuring that Short-Term Service Coordination Is Time Limited**

### **Performance Goal:**

People who are unable to manage for themselves get help in arranging and coordinating services to meet multiple, complex and diverse needs.

### **Requirement:**

Aging and Disability Resource Centers shall have protocols to assure that short-term service coordination is focused and time limited and does not exceed 90 days duration for any customer. The ADRC may establish a time limit that is less than 90 days. The protocols shall include procedures for case closure and for internal review if the need for service coordination goes beyond the established time limit. The protocols may also include a process for making exceptions to the 90-day or other time limit.

### **Topics for Inclusion in ADRC Policies and Procedures:**

- Do ADRC policies clearly distinguish between short-term service coordination and the assistance that is provided as part of I&A and options counseling? Are staff trained on the differences?
- Does the ADRC inform customers up front that short-term service coordination is short-term only?
- Do ADRC staff plan for closure as soon as they start providing short-term service coordination? Do ADRC staff identify needed services and document the actions taken in SAMS-IR or other client database upon initiation and program completion?
- What are the criteria for selecting a customer to receive short-term service coordination? For example:
  - There is no family, friend, neighbor or other person who is willing and capable of providing the needed coordination
  - The person has complex and immediate service needs
  - There is a reasonable expectation that short-term services can make a difference
  - The person is elderly or has a physical or developmental disability. Funding from the ADRC contract may not be used to provide short-term service coordination for persons with mental illness unless the person is also a member of one of the statutorily required ADRC client groups.

- Does the ADRC have a time limit of 90 days or less for short-term service coordination?
- What are the ADRC's criteria, in addition to time, for determining when to end short-term service coordination for a client? For example:
  - The immediate crisis or concern has been addressed
  - The individual's situation has been stabilized
  - The person has been linked to others who can provide needed assistance on an ongoing basis
  - The person understands what resources are available and is able to manage independently
- Are there procedures for ending short-term service coordination?
- Is the supervisor actively involved in monitoring the number of customers receiving short-term service coordination, their plans, outcomes, etc.?
- Are there procedures for case review if the person's need for service coordination appears to exceed the maximum time allowed?
- Is there a process for permitting exceptions to the time limit on short-term service coordination and, if so, what are the criteria for making exceptions?
- Are there limits on the length of time, number of times, or circumstances under which a client can return to the ADRC for additional short-term service coordination?
- How will the ADRC handle situations where there appears to be no good solution—the person cannot manage, the necessary help is not available, the potential demand on the ADRC is unending? Does the ADRC document the actions taken and involve APS or crisis intervention when appropriate?
- Have priorities for use of the ADRC's short-term service coordination been established? Do these priorities tailor situations where assistance can be successful in the short-term?

**For additional information:**

- ADRC Contract, Exhibit I, Article III.J.  
<http://www.dhs.wisconsin.gov/adrc/pros/index.htm>
- Send requests for further information to [DHSRCteam@wisconsin.gov](mailto:DHSRCteam@wisconsin.gov)